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ABSTRACT

This report describes a 1986 survey of procedures and priorities at Indiana University and Purdue University regional campus libraries designed to aid the librarians at the Walter E. Helmke Library at Indiana University-Purdue University, Fort Wayne, in re-evaluating various library procedures. Responses were received from nine of the 11 libraries to which the brief survey questionnaire was mailed. Survey questions focused on: (1) reference services, including total hours of reference service per week, number of full-time reference librarians, and reference questions answered over a one-year period; (2) computer searches, including when searches are performed, number of librarians performing searches, types of terminals, search subsidy policies, cancellation of print indexes available online, and total number of searches performed during the past year; and (3) library instruction, including number of orientation and bibliographic instruction sessions held during the past year, grading procedures, and recordkeeping. Four miscellaneous questions addressed circulation, lost book replacement expenditures and ordering, and educational leaves for clerical staff. It is concluded that shared solutions to regional campus library problems may result in better service to the unique group of patrons the libraries are designed to serve. The survey questionnaire is appended. (KM)

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Indiana University and Purdue University Regional Campus Libraries: A Preliminary Overview of Reference Services

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In May, 1986 the librarians at the Walter E. Helmke Library, Indiana University-Purdue University at Fort Wayne, Indiana were in the midst of re-evaluating various library procedures. We held a day-long retreat during the break between spring and summer classes to undertake some analytical brainstorming. During the months preceeding the retreat, I became interested in the priorities and procedures at the other IU and Purdue regional campus libraries. I decided to send a brief survey to these libraries. The questions were related to the areas under discussion by our staff, and thus they were very arbitrarily selected. Though I felt I had choosen the wording of each question carefully, I began to see, "How I should have asked it" after the results came in.

I must also preface my compilation of the data received with the following information: Nine out of eleven libraries responded. I sent surveys to the main library on Michigan Street and 38th Street Science and Engineering libraries only, at Indiana University-Purdue University at Indianapolis. Some libraries responded with 1984-85 data and others with 1985-86 data. Also, some libraries included directional questions as reference questions, some did not, and others indicated that the number given represented questions answered by reference staff only. I must also apologize for my tardiness in compiling the data. Late though the compilation may be, I hope that it may inspire some future survey with a less flawed methodology. Perhaps the lessons I learned from constructing the questionnaire may aid the pursuit of a "more perfect survey" next time.

Reference Service

The following data was collected:

	Campus Enrollment	Total Hours of Reference Desk Service per week	No. of Full-time Ref. Libns.	Reference Questions Answered over a 1-Year Period
IU-Southeast	4,467	48	2	13,001
IU-Kokomo	2,445	58	2	2,298
IU-Northwest	4,589	69	4	11,769
IU-South Bend	5,691	78	3	13,181
IU-East	1,302	25	1	1,804
IPFW	10,000	71.5	5	17,072
PU-Calumet	4,496 (full-time)	not given	2	12,062
IUPUI-				
Mich. St.	22,000	74.5	9	37,012
38th St	N/A	66	3	2,769

Four libraries did not use nonlibrarians to answer reference questions, while five libraries indicated they did use nonlibrarians to cover times when no reference librarian was on duty.

Reference desk hours varied only slightly from library to library. The most common patterns were: 9:00 a.m.- 9:00 p.m., 8:30 a.m.- 9:00 p.m., 8:00a.m.- 10:00p.m., 8:30 a.m.-9:45p.m., 8:00 a.m.- 8:00 p.m. and 9:00 a.m.- 9:30p.m.. One library ended reference service at 6:00 p.m. on Friday, and the rest concluded at 5:00 p.m. Three libraries provided no weekend reference hours and three libraries provided Saturday reference service only. Only IUPUI-Michigan Street provided eight hours of reference service on both Saturday and Sunday.

Computer Searching

One library sent all computer searches to the Bloomington campus at the time of the survey. The rest responded as follows to the question:

Computer searches are usually done:

at the time of request __1__ library

later, at discretion of librarian __7__ libraries

In seven of these eight libraries, not all librarians did computer searches: one out of four; three out of six; one out of two; one out of two; three out of nine; one out of three; four out of five.

Two libraries used 300 baud terminals, the rest had 1200 baud. Types of terminals included: G.E. Terminet, Hewlett Packard, Espirit 3, Decwriter IV, Digital Decwriter II, IBM PC and Texas Instrument.

Five libraries did not subsidize searches. One library did not charge faculty, staff or students, and two others had limited subsidies for faculty and upperclassmen. Only three libraries reported cancelling indexes due to their availability online. One library cancelled ASI, Chemical Abstracts, and sections of Science Abstracts. Another cancelled Physics Abstracts, but indicated that its availability online was not the only reason for the cancellation. A third library cancelled Dissertation Abstracts. The following figures were given for number of computer searches done over a 12-month period:

IU - Southeast	224
IU - Kokomo	N/A
IU - Northwest	138
IU - South Bend	302
IU - East	13
IPFW	501
PU - Calumet	479
IUPUI - Michigan Street	166
IUPUI - 38th Street	22 (for Science and Engineering faculty and students)

Library Instruction

The following represents the number of library instruction sessions done during a 12-month period:

IU - Southeast	117
IU - Kokomo	66
IU - Northwest	138
IU - South Bend	100
IU - East	19
IPFW	200
PU - Calumet	62
IUPUI - Michigan Street	169
IUPUI - 38th Street	13

Only two libraries graded or marked in any way, written library exercises. These two libraries also kept records of which students completed the exercises.

Miscellaneous

The following four questions were asked in this section of the survey:

Do you circulate library materials to non-university patrons?

How much does the library spend to replace lost books each year?

Who decides which lost books will be reordered?

Do you grant "educational leaves" to clerical staff members during the summer months?

These questions were generated by our discussion of priorities for our library. Though the responses do not directly reflect reference service patterns, I decided to include them in the compilation.

All libraries circulated books to non-university patrons. Only three libraries gave approximate amounts spent to replace lost books: $400, $500, and $500. There was a variety of responses to the third question: Three libraries answered "librarians"; one gave no response; three answered "director" or "head librarian"; one responded "circulation department" and one indicated "the fund managers for different disciplines." All libraries answered "no" to the final question, though two also indicated that no one had ever asked for an educational leave.

Thus, were the results of a fledgling effort to observe services and policies at the regional campus libraries of Indiana and Purdue. I feel the libraries need to communicate such information to each other on a more regular basis; service

patterns and policy priorities may be defined which could benefit these libraries, all of which serve "commuting" students. My survey, which is appended, is clearly a first effort designed to spark interest in regional campus trends and concerns. Beside encouraging future surveys, such an interest might also inspire roundtables or counterpart meetings on specific services, for example database searching, reference desk staffing and library instruction.

Shared problems of regional campus libraries can mean shared solutions, which will result in better service for the unique group of patrons these libraries are designed to serve.

APPENDIX: Survey Questionnaire

REFERENCE SERVICE

Number of full and part-time students enrolled on your campus

_____ _____

Hours of reference service and number of librarians at reference desk during these hours

M	F
T	Sa
W	Su
Th	Total Hours _____
	Total Hours per librarian _____

Number of reference questions answered in one year (use most recent figure and define "year")

Number of reference librarians (please indicate full or part-time)

Do you use paraprofessionals or nonlibrarians to answer reference questions?

If so how many of these persons to you use and when or how often?

COMPUTER SEARCHING

Computer searches are <u>usually</u> done:

at time of request _____

later, at discretion of librarian _____

How many librarians do computer searches?

_____ out of _____

What type of terminal do you have?

What baud rate do you search at?

Brief description of subsidy policy for computer searches:

Which indexes have been cancelled due to their availability online?

Total number of searches done last year (define "year")

LIBRARY INSTRUCTION

How many orientation and bibliographic instruction sessions were done last year? (By session, I mean separate presentations, but I will take whatever figure you have if you define "session") _____

Do the reference librarians "grade" or "mark" any written library exercises?

_____ yes _____ no

Do they keep records of which students have done the exercises?

_____ yes _____ no

MISCELLANEOUS

Do you circulate materials to non-university patrons?

_____ yes _____ no

How much does the library spend to replace lost books each year? _____

Who decides which lost books will be reordered?

Do you grant "educational leaves" to clerical staff members during the summer months?